

Community Code of Conduct



POLICY OBJECTIVE

The Community Code of Conduct outlines the standards of behaviour expected of all members of the College Community including students and parents (College Community) in their interaction with the College and with one another.

Adherence to this Code is fundamental to fostering respectful, positive and productive relationships within the Mercy College community. The College Community must behave with dignity, civility, and respect, and in a manner that upholds the College's Catholic identity and Mercy tradition.

POLICY STATEMENT

The College is responsible for establishing and administering the policies, procedures and rules governing its day-to-day operations. Parents are expected to recognise, respect and support the College's decisions.

Students are expected to comply with all College rules and refrain from behaviour that is harmful to others or contrary to the ethos and values of the College. Parents are expected to support the College in relation to its Student Management Policy and not undermine its authority.

In minor disciplinary matters, the College will determine what occurred and what constitutes an appropriate response. The College will not engage in debate regarding the details of the conduct or the suitability of the response.

In serious matters that may result in suspension or review of enrolment, parents will be informed and consulted in accordance with the Student Management Policy. Final decisions rest with the College.

Interaction with Staff

The College Community must follow the communication channels outlined in the Notification of a Concern Flowchart (*Appendix 1*).

- **Email**
The preferred method of communication is via courteous email or by arranging a mutually convenient appointment. Staff are not required to respond to discourteous or inappropriate communication.
- **Parent Teacher Conferences**
Annual conferences provide an opportunity to discuss student progress. Additional meetings may be arranged where required.
- **Additional Meetings**
Appointments may be made through College Reception. Parents may request a meeting with the Principal for sensitive matters. Staff should not be contacted at their home.
- **Response Time**
Staff are engaged in teaching and related duties throughout the day. Responses to communication will generally occur within two working days. Staff are not expected to respond on weekends, during school holidays, or after 4pm on weekdays.

- **Raising Concerns**

Concerns should be raised respectfully with the relevant staff member, manager or the Principal, in accordance with this Code. Community members should engage with staff in a manner that affirms their professional standing. Public criticism or attempts to undermine staff in the performance of their duties are not tolerated. The College has a duty of care to protect staff and will not tolerate aggressive or abusive behaviour.

Communication with Students

During College hours, all communication and access to the College site must be directed through the Student Centre or College Reception.

When grievances arise between students, parents must not contact other students or families directly.

Positive Role Modelling and Expectations

The College Community must role model good citizenship and ethical conduct by:

- Being inclusive and open-minded
- Respecting cultural and religious diversity
- Assuming positive intent
- Conducting themselves respectfully at all College events
- Supporting their daughter's learning in a constructive, non-invasive manner
- Following correct procedures when raising concerns
- Supporting College policies, including uniform and behavioural expectations
- Encouraging resilience and personal responsibility
- Driving safely and respectfully in the College vicinity
- Becoming familiar with relevant College policies

Use of Social Media

Social media must not be used to criticise, denigrate, or defame any member of the College Community. The College Community must not be discussed or portrayed in a negative, misleading, or defamatory manner.

The College does not endorse parent-run social media groups, including platforms such as Whatsapp. These are not official communication channels and may circulate unverified or inaccurate information. Participation in such groups, or the sharing of content that breaches privacy, respect, or confidentiality, will constitute a breach of this Code.

College photographs must not be copied, downloaded, or reused without explicit permission directly from the College.

Classes

Class allocation is not subject to negotiation, pressure, or personal preference. Placement decisions are made following careful consideration of relevant educational factors to support each student's learning and wellbeing.

Complaints

Complaints should be directed to the appropriate staff member in accordance with the College's Complaints Policy. Rude or abusive language or tone will not be tolerated.

Conduct Expectations

All communications - verbal or written - must be respectful and professional. Behaviour must not involve harassment, bullying, intimidation, abusive or threatening language, hate speech, or physical aggression.

Sport

The College Community must comply with the College's Sport Code of Conduct.

Parents are welcome at sporting events but must exercise restraint and respect officials, players and staff. Coaches determine team selections based on their professional judgement. Attempts to negotiate team placement are inappropriate.

Separated Parents

The College will not become involved in parental disputes and will not adjudicate claims made by one parent against another. The College will comply with any relevant court orders.

Breach of the Code

Consequences for breaching this Code, as determined by the Principal or delegate, may include:

- Restriction from attending College activities
- Limited access to staff
- Directed communication through a nominated representative
- Restricted access to College premises or events
- Termination of enrolment

Appendix 1: Flowchart –Notification of a Concern

